



HEXAWARE

From Escalation Overload to Autonomous Triage with Agentic AIOps

Hexaware's agentic AI platform helped a leading global alternative asset management firm break free from operational bottlenecks, delivering measurable gains in speed, productivity, and resilience—while continuously learning and improving.

Case study

Client

| Client

Challenge

Solution

Benefits

Summary

A Leading Global Alternative Asset Management Firm

The client is a major multinational organization operating at the intersection of private equity, alternative asset management, and financial services. With a complex, high-stakes environment and global operations, their IT landscape is vast and mission-critical. The firm’s ability to respond rapidly to incidents and maintain operational continuity is essential for both business performance and client trust.



Challenge

Client

| **Challenge**

Solution

Benefits

Summary

Automation Hit a Wall at 35%

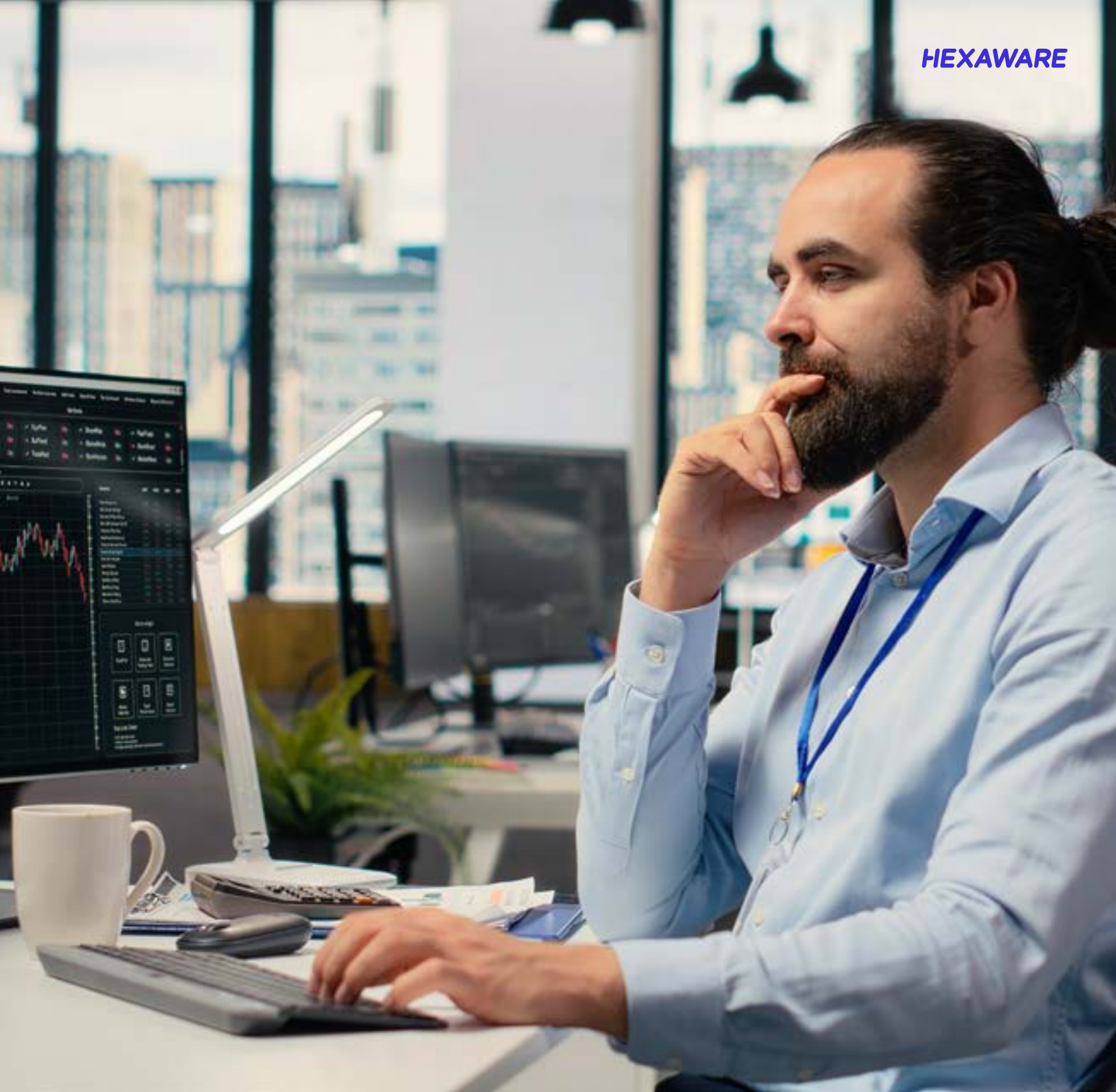
Despite significant investment in automation, coverage plateaued at just 35%. This left a growing volume of complex, cross-tower incidents to be handled manually by senior engineers. As a result, operational costs continued to rise, and the return on investment in automation stalled.

Knowledge Trapped, Analysts Paralyzed

L2 analysts were forced to spend hours correlating telemetry data across five different dashboards. Critical operational knowledge was locked away in static, tribal documentation—making it inaccessible and not ready for AI-driven insights. This lack of institutional memory at the point of action led to slow, error-prone resolutions.

Senior Engineers Drowning in the Wrong Work

Instead of focusing on high-value, root cause analysis, L3 subject matter experts (SMEs) were routinely pulled into escalations that should have been resolved earlier. This not only led to engineer fatigue and burnout but also turned the escalation path into a bottleneck, threatening both operational resilience and team retention.



Solution

- Client
- Challenge
- Solution**
- Benefits
- Summary

Building an Autonomous, Self-Learning IT Operations Platform

Hexaware designed and deployed an agentic AI-powered operations platform tailored to the client’s unique environment. This solution replaced static, runbook-driven workflows with intelligent, continuously learning agents that operate at every tier of the incident management chain.

Triage Ops Agent (L1–L2): Guided Resolution at Speed

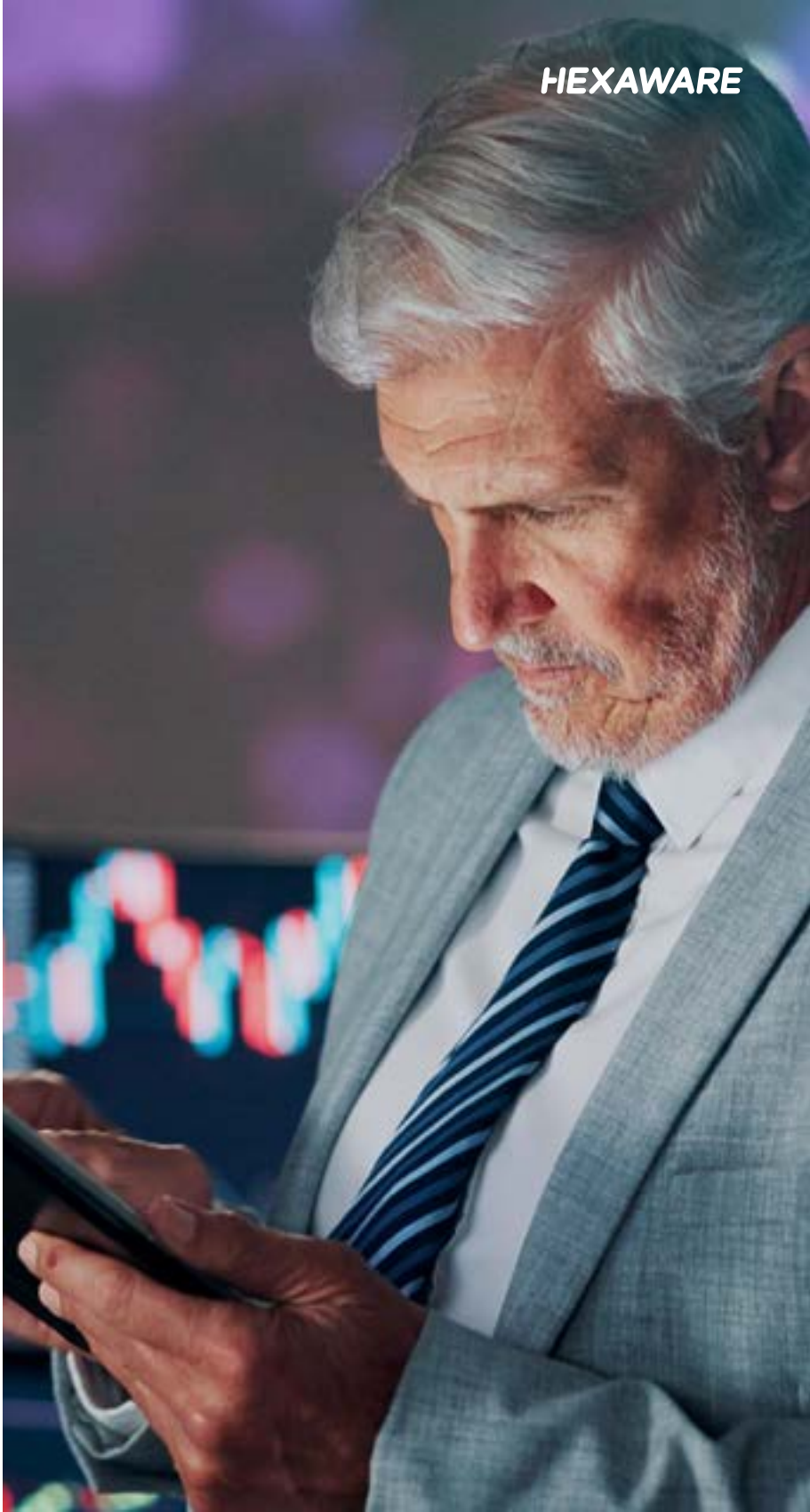
- Correlates live telemetry signals with historical incident patterns and past resolution transcripts in real time.
- Delivers ranked, contextual resolution recommendations to L2 analysts—eliminating the need to juggle multiple dashboards.
- Grounds every recommendation in the client’s own operational history, not generic playbooks.
- Reduces manual correlation time and shortens the path from alert to action.

Problem Ops Agent (L3): Deep Root Cause Before the SME Dials In

- Performs environment-aware root cause reasoning across configuration baselines, change records, and cross-tower telemetry.
- Synthesizes data from multiple sources into a structured diagnostic brief before an SME touches the environment.
- Reduces L3 investigation time by presenting a pre-reasoned, evidence-backed starting point.
- Frees senior engineers to focus on decision-making, not data gathering.

DEVAL Engine: The Intelligence That Never Stops Learning

- Powers a continuous Detect → Evaluate → Validate → Act → Learn (DEVAL) cycle across every resolved incident.
- Accumulates operational intelligence specific to the client’s environment—not generic training data.
- Two months post go-live, agent precision has increased measurably over baseline performance.
- Ensures the platform gets smarter with every incident, compounding value over time.



Benefits

Client

Challenge

Solution

Benefits

Summary

Measurable Gains Across Every Incident Management Tier

- **38% MTTR Reduction Across All Incident Tiers:**
Faster end-to-end resolution across the incident queue—driven by real-time triage guidance that eliminates manual correlation delays at the L2 layer.
- **30% Drop in L3 Escalations:**
Fewer tickets traveling the full escalation path to senior engineers. The Triage Ops Agent resolves or contains incidents earlier, freeing up SME bandwidth for work that actually requires their expertise.
- **40% Faster Root Cause Identification:**
SME-led diagnosis is now significantly faster. The Problem Ops Agent delivers a pre-structured diagnostic brief before engineers engage, cutting the time spent navigating raw telemetry from scratch.
- **35% Productivity Lift Across L2 and L3 Tiers:**
Combined L2/L3 resolution velocity improved meaningfully—analysts work with guided recommendations, engineers work with pre-reasoned diagnostics, and both tiers operate with less friction and more focus.



Summary

- Client
- Challenge
- Solution
- Benefits

| **Summary**

A Smarter Operations Engine, Still Getting Smarter

Two months after go-live, the client’s L3 escalation queue has shrunk by nearly a third. Senior engineers can now focus on genuine root-cause challenges, while L2 analysts resolve incidents faster with AI-guided recommendations. The DEVAL Engine continues to learn from every incident, steadily improving agent precision and expanding the platform’s ability to handle increasingly complex scenarios. The engagement remains active, with the platform’s intelligence and value compounding with every incident resolved.



Turn Your Escalation Overload Into
Autonomous Control

Talk to Hexaware about building your environment.
Reach out to us at marketing@hexaware.com.

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at
<https://www.hexaware.com>.

Get in touch